

FACULTY OF MANAGEMENT**M.B.A. III – Semester (CBCS) Examination, December 2018****Subject: Operations Management****Paper Code – MB – 301****Time: 3 Hours****Max.Marks: 80****PART – A (5x4 = 20 Marks)****[Short Answer Type]****Note: Answer all the questions in not more than one page each.**

- 1 Operations strategy
- 2 Service facility layout
- 3 Service management
- 4 Bin Card, Double Bin and Stores Ledger.
- 5 Classification, codification, simplification and standardization of materials.

PART – B (5x12 = 60 Marks)**[Essay Answer Type]****Note: Answer all the questions by using internal choice in not exceeding four pages each.**

- 6 a) What is process design? Explain factors effecting process design.
OR
b) Define product life cycle and process life cycle. Discuss its process.
- 7 a) What is Plant Layout? Discuss the various types of Plant Layout highlighting their merits and demerits.
OR
b) From the following data, find the sequence that minimizes the total elapsed time. Also calculate the machine idle time and Job Waiting time.

Jobs	A	B	C	D	E	F	G
M-1	7	12	11	8	13	12	11
M-2	8	7	6	9	5	8	7
M-3	10	11	9	15	9	10	16

- 8 a) What is service management? Explain various types of service operations.
OR
b) What is work measurement? Discuss various techniques and methods.
- 9 a) What is materials management? Explain its importance and advantages.
OR
b) Explain the concept of materials requirements planning. Its advantages and disadvantages.

- 10 a) The annual requirement of an item in a firm is 1,44,900 units. The cost of placing an order is Rs. 450 and the carrying cost per unit per annum is 10% of the cost of the item. The cost per unit of the item is Rs. 36. You are required to find the EOQs the number of orders to be placed in a year with the above data and when (i) the cost of the item decreases by 12% and (ii) the cost per order increases by Rs.75.

OR

- b) A manufacturing firm uses 12 items in its process. The annual requirement of the items and their cost is given below:

Item	Annual Requirement (units)	Cost per unit (Rs.)
A	9000	140
B	3600	600
C	240	2300
D	4300	340
E	656	945
F	656	945
G	18,000	50
H	11,500	80
I	3,500	540
J	600	1800
K	175	3200
L	480	2150

You are required to classify the materials into ABC categories and give a graphical presentation of the same.
